hp scanjet 4500c/5550c 4570c/5500c series scanners

user's manual

invent

hp scanjet 4500c, 4570c, 5500c or 5550c series scanners

user's manual

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product restricted material

This HP product contains the following materials that might require special handling at end-of-life:

- mercury in the fluorescent lamp in the scanner/transparent materials adapter/liquid crystal display (< 5 mg)
- lead in solder

For recycling information, you can contact **http://www.hp.com/go/recycle**, your local authorities, or the Electronics Industries Alliance at **http://www.eiae.org**.

For information about HP’s environmental stewardship program, see the “Warranty and Specifications” section of the electronic Help for your scanner.

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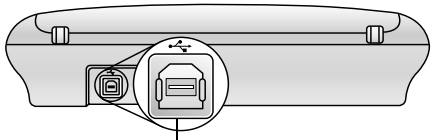
1 install the scanner

before you begin

Make sure that you have a universal serial bus interface connection (USB port) on your computer and that your computer is running Microsoft® Windows® 98 or later or Macintosh OS 9 or later.



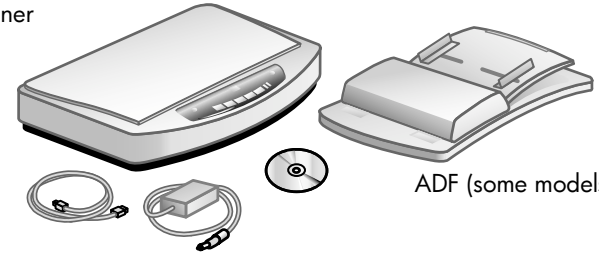
USB port

check the box contents

Your scanner box should contain the following items:

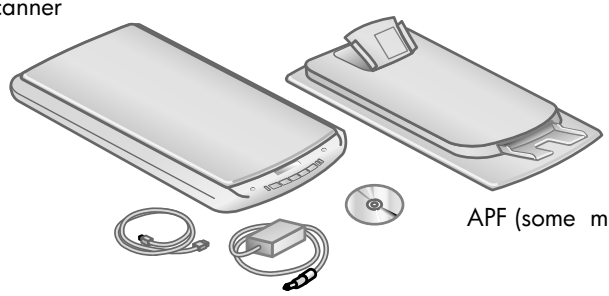
- HP Scanjet digital flatbed scanner
- HP Photo & Imaging software CD-ROM
- USB cable
- Power cable
- Automatic document feeder (ADF) (some models only)
- Automatic photo feeder (APF) (some models only)
- Transparent materials adapter (TMA) (some models only)

HP Scanjet 4500c/5550c series scanner



ADF (some models only)

HP Scanjet 4570c/5500c series scanner



APF (some models only)

optional TMA (some models only)

install the software and connect the scanner

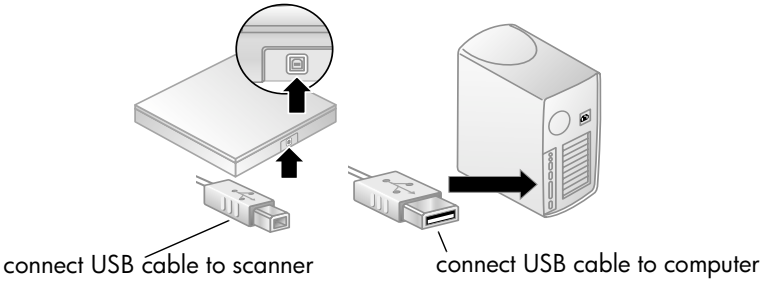
Set up your scanner in one of two ways: either install the software first or connect the scanner first. It is recommended that you install the software first, especially on a Macintosh computer.

If you experience difficulty installing your scanner, see **installation problems - hp scanjet 4500c/4570c/5500c/5550c series** on page 17.

install the software first (Windows and Macintosh)

1. Close all open programs on your computer.
2. Locate the HP Photo & Imaging software CD-ROM that is appropriate for your language and operating system and insert it into your computer.
3. *For a Microsoft Windows computer*: Follow the instructions on the screen. Or, if the installation program does not start automatically:
   a. On the **Start** menu, click **Run**.
   b. Type: `x:setup.exe` (where x is the letter of the CD-ROM drive).

   For a Macintosh computer: Double-click the **Installation Read Me** file on the CD-ROM and follow the instructions.
4. If the instructions prompt you to shut down your computer, do so.
5. Connect the USB cable between the USB port on the scanner and the USB port on the computer.
6. Connect the power cable between the scanner and a surge protector or a grounded wall outlet that is easy to reach. This turns on the scanner.
7. If necessary, turn your computer on again.



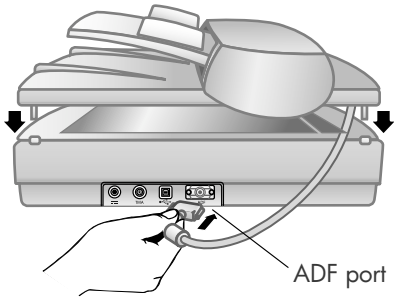
connect the scanner first (Windows only)

1. Make sure that your computer is on and that the operating system is running.
2. Connect the USB cable between the USB port on the scanner and the USB port on the computer.
3. Connect the power cable between the scanner and a surge protector or a grounded wall outlet that is easy to reach. This turns on the scanner.
4. Follow the prompts in the New Hardware Found wizard.
5. Insert the HP Photo & Imaging software CD-ROM and click **Next**. If the wizard prompts you for a drive letter, select your CD-ROM drive.
6. In the HP Scanjet installation program, follow the instructions.
7. After installation is complete, another HP installation program starts. You can install additional software, register your scanner, and find additional help. To see if your scanner came with additional software, click **Install software** and follow the prompts.

connect the ADF

If your scanner has an automatic document feeder (ADF), it allows you to scan multiple pages.

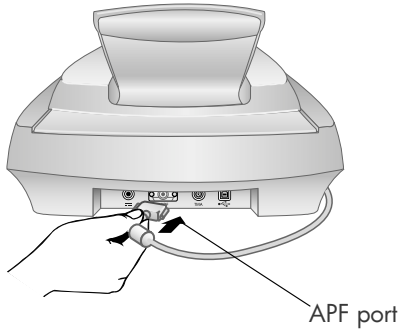
1. Unplug the scanner from the power source.
2. If your scanner has a lid attached to it, remove the lid by raising it and then pulling it straight up.
3. Attach the ADF by inserting the ADF hinges into the scanner hinge slots.
4. Connect the ADF cable to its port on the scanner.
5. Plug the scanner back into the power source.



connect the APF

If your scanner has an automatic photo feeder (APF), it allows you to scan multiple photos.

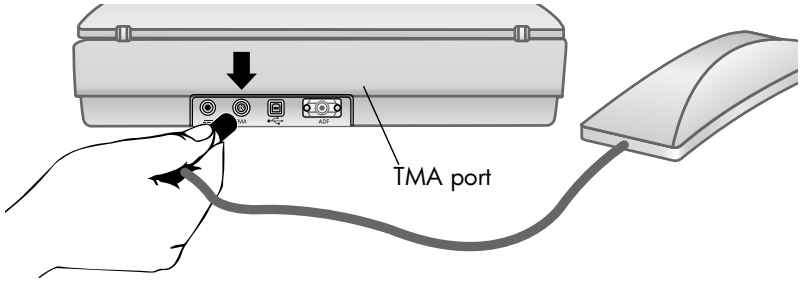
1. Unplug the scanner from the power source.
2. If your scanner has a lid attached to it, remove the lid by raising it and then pulling it straight up.
3. Attach the APF by inserting the APF hinges into the scanner hinge slots.
4. Connect the APF cable to its port on the scanner.
5. Plug the scanner back into the power source.



connect the optional TMA

If your scanner has a transparent materials adapter (TMA), it allows you to scan 35 mm slides or negatives.

- Connect the TMA cable to its port on the scanner.



scanner overview

2

This section describes the buttons on the front panel of the scanner and available accessories.

Feature	Description
SCAN button	Scans your original item to the HP Scanning software, where you can preview or change the scanned image.
SHARE TO WEB button	Scans the item and sends it to a website.
SAVE DOCUMENT TO DISC button	Scans the document and saves it to a CD or to your hard disk (HP Scanjet 4500c/5550c series only).
MEMORIES DISC CREATOR button	Scans the item to the Memories Disc Creator software, where you can create a photo show on a CD, along with background music and titles (HP Scanjet 4570c/5500c series only).
E-MAIL button	Scans the item using settings optimized for e-mail and sends the scan to your e-mail software (if the software is supported).
COPY button	Scans the item and sends it to a printer to make copies.
NUMBER OF COPIES button	Selects the number of copies to be printed with the **COPY** button.

Feature	Description
COLOR/BLACK & WHITE copy button	Determines whether items will be scanned in color or in black and white when you press the **COPY** button.
POWER SAVE button	Puts the scanner in energy-conservation mode.
CANCEL button	Cancels a scan while the scanner is scanning, or cancels a series of scans from the ADF.
2-digit LCD	Displays the number of copies that will print with the **COPY** button. Also displays error codes that identify scanner problems.
HP Scanjet automatic document feeder (ADF) (some models only)	Allows you to scan multiple pages automatically.
HP Scanjet automatic photo feeder (APF) (some models only)	Allows you to scan multiple photos automatically.
HP Scanjet transparent materials adapter (TMA) (some models only)	Scans slides or negatives to the HP Scanning software, where you can preview or change the scanned image.

how to use the scanner

3

You can start your scanner projects in one of two ways: from the scanner buttons or from the HP Photo & Imaging software. The scanner buttons offer shortcuts to some of the software functions. Start from the software when you want more options and control or if your scanner model does not have all the buttons.

The procedures in this section use the default button settings. For more information about changing the settings for one or more buttons, see **change button settings** in the HP Photo and Imaging software Help.

For more information about using the software, see the HP Photo & Imaging software Help.

select items to scan

Follow these guidelines when you select items to scan.

items for the scanner glass

The scanner glass can be used to scan a wide range of items, from business cards and photos to fabric and artwork.

Avoid placing items with sharp edges in the scanner. Doing so can damage the scanner.

Before placing an item on the scanner glass, make sure the item is free of wet glue, correction fluid, or other substances that can be transferred to the glass.

items for the automatic document feeder (ADF)

The HP Scanjet automatic document feeder (ADF) is available with some scanner models. You can load as many as 25 pages of most standard paper sizes.

The ADF accepts items that meet the following specifications:

- items on standard letter-, A4-, and legal-size media
- items consisting of as many as 25 unbound pages
- items ranging in size from 88.9 by 127 mm (3.5 by 5 inches) to 215.9 by 355.6 mm (8.5 by 14 inches)
- items ranging in weight from 60 to 90 g/m^2 (16 to 24 lb)
- items that are square or rectangular and in good condition (not fragile or worn)
- items that are free of cuts, perforations, and punch holes
- items that are free of wet glue, correction fluid, and ink

Before placing an item in the ADF, prepare the item by doing the following:

- Remove curls or wrinkles.
- Remove staples, paper clips, paper sticky notes, and any other materials from items.

If your item does not meet these guidelines or you cannot prepare it as stated, use the scanner glass.

Avoid multipart forms with carbon pages, transparencies, magazine pages, gum-backed pages, and light "onionskin" pages.

items for the automatic photo feeder (APF)

The HP Scanjet automatic photo feeder (APF) is available with some scanner models. You can load as many as 24 photos in the APF, sized 101.6 mm by 152.4 mm (4 by 6 inches) and 76.2 mm by 127 mm (3 by 5 inches).

The APF accepts items that meet the following specifications:

- standard photo sizes of 101.6 mm by 152.4 mm (4 by 6 inches) and 76.2 mm by 127 mm (3 by 5 inches)
- photographic paper (minimum weight of 0.02 g/m^2 and maximum weight of 0.03 g/m^2)
- glossy, satin (semi-gloss), and matte finishes
- media that is in good condition (not fragile or worn)
- media that is free of tears, perforations, or punch holes
- media that is free of wet glue, correction fluid, or ink
- media that is free of tape or other sticky material

If your item does not meet these guidelines or you cannot prepare it as stated, use the scanner glass.

items for the transparent materials adapter

The HP Scanjet transparent materials adapter (TMA) is an optional accessory that you can use to scan:

- 35 mm negatives
- 35 mm slides

preview and modify scanned images

When you press the **SCAN** button ( ), the HP Scanning software opens. Within the software you can preview and make changes to the scanned image before you send it to its final destination.

1. Close the HP Copying software if it is open on your computer.
2. Place the original face down on the scanner glass and close the lid.
3. Press the **SCAN** button on the front panel of the scanner.
4. Follow the instructions on your computer screen. The HP Scanning software scans the item with settings optimized for the original type: either picture or document.
   - For HP Scanjet 4570c/5500c series scanners, the original type is picture.
   - For HP Scanjet 4500c/5550c series scanners, the original type is document.

to change the original type

You can change the setting for the **SCAN** button so that it regularly scans using settings optimized for documents or pictures. For more information, see **change button settings** in the HP Photo and Imaging software Help.

to scan from the software

You can also preview and modify documents and pictures from the software.

1. On the **Start** menu, point to **Programs**, point to **Hewlett-Packard**, point to your scanner, and click **hp photo & imaging director**.
2. In the Director, click **Scan Document** or **Scan Picture**.

For Macintosh, see HP Precisionscan Pro Help.	*Macintosh OS 9:* Choose Apple Help Center from the Finder Help menu. Then choose HP Precisionscan Pro Help. *Macintosh OS X:* Choose Mac Help from the Finder Help menu. Then click the question mark on the bottom-left corner of the Mac Help window and choose HP Precisionscan Pro Help.

post a scan on a website

If you have an Internet connection, you can easily post your scans to the Web from your scanner. After you set up a website by using HP Share to Web, you can give people an address where they can view your pictures.

1. Close the HP Scanning software and the HP Copying software if they are open on your computer.
2. Place the original item face down on the scanner glass and close the lid.
3. Press the **SHARE TO WEB** button (www) on the scanner. The scanner scans the item using default settings optimized for the Web.
4. Follow the instructions on your computer screen.

You can also post scans to a website from the software. For more information, see the HP Photo & Imaging software Help.

You can post only pictures to the Web, not documents.

If you want to place a scan on a website that is not enabled for HP Share to Web, save the scanned image as a file and then place the file on the site.

Reviewer Note! GREG BRAKE: Is it true that you can post only pictures to the Web, not documents?

save a document

The HP Scanjet 4500c and 5550c series scanner has a **SAVE DOCUMENT TO DISC** button ( ).

You can scan a document and send it directly to a compact disc (CD), if you have a read/write CD drive that supports direct writing to the CD. Alternatively, you can save the scan in My Documents on your hard disk if you have a Windows computer; in Documents if you have a Macintosh computer.

to save a document by using the Save Document to Disc button

1. Close the HP Scanning software if it is open on your computer.
2. Place the original face down on the scanner glass and close the lid. To load documents in the ADF, see **scan from the ADF**.
3. Press the **SAVE DOCUMENT TO DISC** button on the scanner and follow the prompts on the computer screen. The software scans the document using default settings optimized for document storage.

When you use the **SAVE DOCUMENT TO DISC** button, your scan is saved as an Adobe® Portable Document Format (PDF) file. To save your scan with a different format, use the HP Photo & Imaging software. Open the Director and click **Scan Document**.

To change the location where a file is saved when you press the **SAVE DOCUMENT TO DISC** button, change the button's settings. You can also change the original size, file size, and file name. For more information, see **change button settings** in the HP Photo and Imaging software Help.

If your scanner does not have this button, you can scan documents and save them on CD from the software. For more information, see the HP Photo & Imaging software Help.

save multiple pages

You can save multiple pages to a single file without pressing the **SAVE DOCUMENT TO DISC** button for each page.

After you scan a page by using the **SAVE DOCUMENT TO DISC** button, the **Scan More Pages to File?** dialog box appears. Put a new page on the scanner glass, and then click **Scan** in the dialog box. When you have finished scanning multiple pages, click **Done** in the dialog box to complete the procedure.

To turn off the prompt for additional pages, change the settings for the **SAVE DOCUMENT TO DISC** button. For more information, see **change button settings** in the HP Photo and Imaging software Help.

To scan multiple pages using an automatic document feeder (ADF), see **scan from the ADF**.

create a photo show and save it on CD

The HP Scanjet 4570c and 5500c series scanner has a **MEMORIES DISC CREATOR** button ( ).

If you have a read/write CD drive and writable CDs, you can use your scanner to create personalized photo shows with music and titles. Then you can watch the photo show on your television using a compatible DVD player. You can also make photo reprints from the CD.

1. Close the HP Scanning software and the HP Copying software if they are open on your computer.
2. Place the original face down on the scanner glass and close the lid.
3. Press the **MEMORIES DISC CREATOR** button on the scanner and follow the instructions on the computer screen.

If your scanner does not have this button, you can create photo shows and save them on CD from the software. For more information, see the HP Photo & Imaging software Help.

e-mail a scan

If your scanner has an **E-MAIL** button ( ), you can e-mail a scan directly from your scanner. You must also have an Internet connection and a supported e-mail program.

The HP Photo & Imaging software supports many popular e-mail programs. If your e-mail program is supported, it opens automatically when you try to e-mail a scan. If you are using an unsupported e-mail program, the scanner cannot scan items directly into an e-mail message. In this case, save the scan to a file, and then attach it to your e-mail message.

1. Close the HP Scanning software and the HP Copying software if they are open on your computer.
2. Place the original face down on the scanner glass and close the lid.
3. Press the **E-MAIL** button on the scanner. The scanner scans the item using default settings optimized for e-mail.
4. Follow the instructions on your computer screen. If your e-mail program is supported, a screen appears where you can address and compose a message.

You can also e-mail a scan from the software. For more information, see the HP Photo & Imaging software Help.

For Macintosh, see HP Precisionscan Pro Help.	*Macintosh OS 9:* Choose Apple Help Center from the Finder Help menu. Then choose HP Precisionscan Pro Help. *Macintosh OS X:* Choose Mac Help from the Finder Help menu. Then click the question mark on the bottom-left corner of the Mac Help window and choose HP Precisionscan Pro Help.

to select original type for e-mail

If the software prompts you for an original type, you have two choices: Picture or Document. The scanner uses optimized scan settings for your item depending on your choice. Use the following guidelines to determine the best original type for your needs.

If your original consists of	Select this original type	Receive this type of output
Text, or both text and graphics	Document	Adobe® Portable Document Format (PDF) file
A printed photograph or image	Picture	Joint Photographic Experts Group (JPG) file

If you need to save the item as a file type other than JPG or PDF, scan and save the item by using the HP Scanning software.

to change the original type

If the software does not prompt you for an original type, you can change the setting for the **E-MAIL** button so that it regularly scans using settings optimized for either documents or pictures. For more information, see **change button settings** in the HP Photo and Imaging software Help.

print copies

If your scanner has a **COPY** button ( ), you can scan an item and send it directly to a printer to make copies.

1. Close the HP Scanning software if it is open on your computer.
2. Place the original face down on the scanner glass and close the lid. To load items in the ADF, see **scan from the ADF**.
3. If you want to print a color copy, select the color setting by pressing the colored dots on the **COLOR/BLACK & WHITE** button on the front panel of the scanner. Use color copy only if you are printing to a color printer and want a color copy. The light adjacent to the current selection is lit.

4 Select the number of copies by pressing the **NUMBER OF COPIES** button on the front panel of the scanner. The liquid crystal display (LCD) shows the number of copies selected. The default setting is one copy.

5 Press the **COPY** button on the scanner. The software scans the item using default settings optimized for printing, and then the number of copies specified in the scanner LCD window are printed on the default printer.

If you want to reduce or enlarge the copies, lighten or darken them, or change printer settings, click **Cancel** in the copy progress dialog box. You can then make changes to settings in the HP Copying software.

You can also make copies from the HP Copying software. For more information, see the HP Photo & Imaging software Help.

For Macintosh, see HP Precisionscan Pro Help.	*Macintosh OS 9:* Choose Apple Help Center from the Finder Help menu. Then choose HP Precisionscan Pro Help. *Macintosh OS X:* Choose Mac Help from the Finder Help menu. Then click the question mark on the bottom-left corner of the Mac Help window and choose HP Precisionscan Pro Help.

scan slides or negatives

You can use the optional HP Scanjet transparent materials adapter (TMA) to scan slides or negatives. To do so, use the HP Scanning software rather than the scanning buttons.

4500c/4570c/5500c/5550cFor more information about the TMA, see **TMA - hp scanjet 4500c/4570c/5500c/5550c series** in the HP Photo & Imaging software Help.

For Macintosh, see HP Precisionscan Pro Help.	*Macintosh OS 9:* Choose Apple Help Center from the Finder Help menu. Then choose HP Precisionscan Pro Help. *Macintosh OS X:* Choose Mac Help from the Finder Help menu. Then click the question mark on the bottom-left corner of the Mac Help window and choose HP Precisionscan Pro Help.

use the power save button

Use the **POWER SAVE** button (⏻) to conserve energy when you are not using the scanner. When you press the **POWER SAVE** button, the scanner lamp and a small indicator light near the **POWER SAVE** button turn off and the scanner lamp returns to its starting position.

To use the scanner again, press any button on the front panel of the scanner or start a scan from the computer. After a short warm-up cycle, the scan begins.

cancel a scan in progress

The **CANCEL** button ( ) cancels a scan in progress. When you press the **CANCEL** button during a scan, the lamp shuts down and returns to its starting position. If you press the **CANCEL** button during a scan from the ADF, the ADF ejects any pages that are in the process of scanning.

scan from the ADF

The HP Scanjet 4500c and 5550c scanners support the use of an ADF, which allows you to scan multiple-page items quickly and easily.

For more information about the ADF, see **ADF - hp scanjet 4500c/5550c series** in the HP Photo & Imaging software Help.

scan from the APF

The HP Scanjet 4570c and 5500c scanners support the use of an APF, which allows you to scan multiple photos quickly and easily.

For more information about the APF, see **APF - hp scanjet 4570c/5500c series** in the HP Photo & Imaging software Help.

4 installation problems - hp scanjet 4500c/4570c/ 5500c/5550c series

This chapter contains solutions to common installation problems. For solutions to usage problems or maintenance issues, such as cleaning the scanner glass, see "troubleshooting" in the HP Photo & Imaging software Help.

scanner is not working

- First, check your computer:
  - Make sure your computer meets the minimum system requirements that are listed on the scanner box.
  - If you do not have enough hard-disk space, remove unnecessary files or install the software on a different disk drive.
- On a Microsoft® Windows® computer, if you receive a message such as "Destination Directory Is Invalid" or "Program Folder Is Invalid" during installation, do one of the following:
  - Type a valid destination folder name. The destination folder cannot contain the following characters: /, \, :, ?, *, <, >, ", or |.
  - Find a valid folder using the **Browse** button.
- Check the cables:
  - Check that the power cable is securely connected between the scanner and a live electrical outlet or surge protector.
  - If the power cable is connected to a surge protector, make sure the surge protector is plugged into an outlet and turned on.
  - Make sure you use the USB cable that was included with the scanner. Another USB cable might not be compatible with the scanner.
  - Check that the USB cable is securely connected between the scanner and the computer.
  - Disconnect the power cable from the scanner and turn off the computer. After 30 seconds, reconnect the power cable to the scanner and then turn on the computer, in that order.
  - On a Macintosh computer, use the Apple System Profiler to make sure the scanner is connected to the computer correctly.

- Test the scanner hardware:
  a. Disconnect the USB cable and the power cable from the scanner. Make sure the power cable is still connected to the power source.
  b. Press the **E-MAIL** and **COPY** buttons at the same time, while plugging the power cable back into the scanner. The scanner lamp should turn on.
  c. Press the **SCAN** button. The carriage in the scanner should move forward and backward.
  d. To end the test, unplug the power cable.

  If the scanner lamp does not turn on or the carriage does not move, a problem exists with the scanner hardware. Contact HP Customer Support.

scanner initialization failed

- If you receive a message that the scanner initialization failed, or if the HP Scanning software stops working after it has been functioning properly, try the following procedures.
  a. Close the HP Scanning software if it is open.
  b. Make sure that the cables connecting the computer and the HP scanner are securely fastened.
  c. Turn the scanner off by unplugging the power cord. Turn the scanner back on by plugging the power cord in.
  d. Turn the computer off and then on again.
- If the scanner still fails to initialize, run the Repair utility (Windows computers only) as described in the next topic, **scanner still does not work properly**.

scanner still does not work properly

- If the scanner stops scanning or the buttons no longer work as they should, a software conflict might exist on your computer. You might need to reinstall the HP Photo & Imaging software. To do this, run the Repair utility (Windows computers only).
  a. Click **Start**, point to **Settings**, and then click **Control Panel** (in Windows XP, click **Start**, and then click **Control Panel**).
  b. Click **Add/Remove Programs**, and then select the **HP Photo & Imaging** software.
  c. Click **Change** (or **Add/Remove**, depending on your version of Windows).
  d. Follow the instructions on the computer screen, and then click **Repair**.
- If this does not work, install the scanner on another computer. This will help determine if the problem is related to the first computer or to the scanner.
- If the scanner still does not work, contact HP Customer Support.

If the troubleshooting information you need is not shown here, see the HP Photo & Imaging software ReadMe file for the most recent information, or review the troubleshooting section in the electronic Help.

5 hp support

For warranty and specifications, see the electronic Help for your scanner.

For regulatory information, see the regulatory_supplement.htm file on the CD-ROM that came with your scanner.

find hp help on the web

HP provides several resources on the Web to provide help with your scanner. These Web services are free and available to you 24 hours a day, 7 days a week.

visiting hp websites

hp product support

Visit **http://www.hp.com/cposupport/loc/regional.html**, select your region, and then type your scanner model in the "quick find" box, to find information about the following topics:

- setting up and using your scanner
- downloading drivers
- solving a problem
- ordering
- warranty

hp scanjet website

Visit **http://www.hp.com** and click "products and services" for the following information:

- Tips for using your scanner more effectively and creatively
- HP Scanjet driver updates and software

accessibility website

Customers with disabilities can get help by visiting **http://www.hp.com/hpinfo/community/accessibility/prodserv/**.

hp assistance

If you cannot find an answer to your question by using the websites listed above, visit **http://www.hp.com/cposupport/mail_support.html**. From there, you can discover how to contact HP by using e-mail, the telephone, and other methods.

contact hp customer support

Before contacting HP Customer Support, please see **find hp help on the web**. The website services described in that section are free and available to you around the clock. If you don't find what you need on the Web, please contact HP Customer Support.

You can contact HP by telephone or mail for support and service for your scanner. Prices, availability, and hours of support are subject to change without notice.

how hp can help

Hewlett-Packard's support hotline can help resolve problems with:

- setup
- installation
- configuration
- operation

For questions relating to operating systems or network configurations, contact your point of purchase or internal support department. For help with non-HP hardware or software, please contact the manufacturer of the other product.

before you call

Please try the following steps before you call HP Customer Support:

- Review the "installation problems" chapter in the user's manual; for additional troubleshooting, see the "troubleshooting" module in the HP Photo & Imaging software Help.
- Review the troubleshooting information on the HP product support website.

when you call

If possible, be at the computer where the scanner is installed and have the following information ready when you call:

- serial number (found on the back or bottom of your scanner or under the scanner glass)
- product name (found on the scanner lid)
- date of purchase

obtain support in the United States

Reviewer Note! LIZ OLIVAS: Is "one year" correct for all products, for U.S.?

free telephone support for one year

Within one year of your purchase, telephone support is provided to you free of charge. If this is a long distance call for you, long distance charges will apply.

Call (208) 323-2551.

Our support staff is available from 6 am to 10 pm Mountain Time, Monday through Friday, and 9 am to 4 pm on Saturday.

after the first year

Call (208) 323-2551.

Charges are $25.00 per issue, charged to your credit card.

If you think your HP product might need service, call HP Customer Support, which can help determine if service is required.

hewlett-packard upgraded warranty statement

You can buy an extended, comprehensive warranty for your HP product, but you must do so within 180 days of purchasing the product.

Upgrade your standard factory warranty to three years with the HP SupportPack. Service coverage begins on product purchase date and the pack must be purchased within the first 180 days of product purchase. HP will determine the hardware service offering based upon the outcome of system self-test programs run by the customer through the initial call to HP Customer Support. If during your technical support call it is determined that your product needs replacement, then HP will ship you this replacement product the next business day free of charge. This warranty upgrade offers maximized uptime and productivity, the convenience of door-to-door pickup and delivery, with all packaging and freight prepaid by HP.

Available in the US only. For more information call 1-888-999-4747 or visit **http://www.homeandoffice.hp.com** and select "warranty upgrades" under "product support."

obtain support worldwide

Telephone support is free for one year in Asia and the South Pacific, and for 30 days in the Middle East and Africa.

Reviewer Note! LIZ OLIVAS: Is this information correct -- for all products?

For phone support in Europe, please check for the details and conditions of phone support in your country or district by consulting the website **http://www.hp.com/cposupport/mail_support.html**, and clicking on "contact HP."

Alternatively, you can ask your dealer or call HP at the phone number listed in this document. For English support in Europe, contact +44 (0) 207 512 52 02.

Algeria	+212 22404747
Argentina	0-810-555-5520
Australia	03 8877 8000
Austria	43 (0) 810 00 6080
Belgium	Flemish: +32 (0)2 626 8806 French: +32 (0)2 626 8807

Brazil	(11) 3747 7799 (greater São Paulo) 0800 157 751 (outside greater São Paulo)
Canada	905 206-4663
Chile	800 22 5547 (Post-sales Business Computing) 800 360 999 (Post-sales Home Computing)
China	+86 (10) 6564 5959
Colombia	+9 800 114 726
Czech Republic	+42 (0)2 6130 7310
Denmark	+45 39 29 4099
Egypt	+202 7956222
Finland	+358 (0)203 47 288
France	+33 (0)1 43 62 34 34
Germany	+49 (0)180 52 58 143 (DM .24/min, Euro .12/min)
Greece	+30 1 60 73 603
Guatemala	1 800 999 5105
Hong Kong	+85 (2) 3002 8555
Hungary	+36 (0)1 382 1111
India	+91 11 682 6035
Indonesia	+62 (21) 350 3408
Ireland	+353 (0)1 662 5525
Israel	+972 (0)9 952 48 48
Italy	+39 02 264 10350
Japan	+81 3 5344 7181
Korea, Republic of	+82 (2) 3270 0700 080-999-0700 (outside Seoul and Kyung Ki only)
Malaysia	60 (3) 295 2566 (Penang) 03 2695 2566 (Outside Penang)
Mexico	52 58 9922 (Mexico City) 01-800-472-6684 (outside Mexico City)
Morocco	+212 22404747
Netherlands	+31 (0)20 606 8751
New Zealand	+64 (9) 356 6640

Norway	+47 22 11 6299
Peru	0 800 10111
Philippines	+63 (2) 867 3551
Poland	+48 22 865 98 00
Portugal	+351 21 3176333
Puerto Rico	1 877 232 0589
Romania	+40 1 315 44 42 01 3154442 (local)
Russian Federation	+7 095 797 3520 (Moscow) +7 812 346 7997 (St. Petersburg)
Singapore	+65 272 5300
South Africa	086 000 1030 (inside RSA) +27-11 258 9301 (outside RSA)
Spain	+34 902 321 123
Sweden	+46 (0)8 619 2170
Switzerland	+41 (0)848 80 11 11
Taiwan	0 800-01 0055
Thailand	+66 (2) 661 4000 (Bangkok)
Tunisia	+212 22404747
Turkey	+90 216 579 7171
Ukraine	+7 (380-44) 490-3520
United Arab Emirates	971 4 883 8454
United Kingdom and English internationally	+44 (0)207 512 52 02
United States	(208) 323-2551
Venezuela	0800 4746 8368
Viet Nam	+84 (0)8 823 4530

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